

251365  
2014-288-C

Joe Rincione  
ING Pawleys Island  
10023 Ocean Hwy.  
Pawleys Island, SC 29585

Phone/FAX: (843) 235-6700  
Cell: (843) 997-1563  
Email: joe.rincione@ingfp.com

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To: PSC of SC  
Attn:  
Phone: (803) 896-5100  
Fax: (803) 896-5199

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From: Joe Rincione  
Date Sent: 7/2/2014  
Number of Pages: 6

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Attached is my formal complaint against Frontier Communications as described in the Complaint Form.

Your attention in this matter will be greatly appreciated.

Thank you,

  
Joe Rincione

Joe

RECEIVED  
JUL 08 2014  
ING SC  
CLERK'S OFFICE

Public Service Commission of South Carolina  
101 Executive Center Dr., Suite 100  
Columbia, SC 29210



Phone: 803-896-5100  
Fax: 803-896-5199  
www.psc.sc.gov

## Individual Complaint Form

**Print**

Date: July 2, 2014

### Complainant or Legal Representative Information:

\* Required Fields

Name \* Joe Rincione

Firm (if applicable) ING Pawleys Island

Mailing Address \* 53 Redwing Ct

City, State Zip \* Pawleys Island, SC 29585

Phone \* 843 235 6700 or 843 997 1563

E-mail \* joe.rincione@ingfp.com

Name of Utility Involved in Complaint: \* Frontier Communications

NOTE: If AT&T is the utility involved, please complete the attachment located at the end of this form.

### Type of Complaint (check appropriate box below.) \*

- |  |  |  |   |
|--|--|--|---|
| <input type="checkbox"/> Billing Error/Adjustments | <input type="checkbox"/> Deposits and Credit Establishment | <input type="checkbox"/> Wrong Rate    | <input type="checkbox"/> Refusal to Connect Service |
| <input type="checkbox"/> Disconnection of Service  | <input type="checkbox"/> Payment Arrangements              | <input type="checkbox"/> Water Quality | <input type="checkbox"/> Line Extension Issue       |
| <input checked="" type="checkbox"/> Service Issue  | <input type="checkbox"/> Meter Issue                       |  |   |
| <input type="checkbox"/> Other (be specific) _____ |  |  |   |

Have you contacted the Office of Regulatory Staff (ORS)? \* ☒ Yes ☐ No

Name of  
ORS Contact: Jamie

### Concise Statement of Facts/Complaint: \* (This section must be completed. Attach additional information to this page if necessary.)

I am a professional Financial Planner and have strict requirements for accessing the New York Stock Exchange (NYSE) over the internet for my client base. My contract with Frontier Communications required that Frontier provide me with a minimum of 3MB access. That would allow me to place orders for clients to the NYSE in a timely manner which is a requirement of the Financial Industry Regulatory Authority (FINRA).

Over the past year my service has been consistently poor at best. I called Frontier several times to complain to no avail. Finally, I had my speed checked and realized that I was getting 1/2 MB. I could not tolerate that level of service so I called Frontier and told them that they were in breach of contract and that I was moving my service to another provider.

On June 25, 2014 I received Frontier's invoice for \$2,100 for contract termination fees (Attachment 1). I immediately called Frontier and explained the reason for terminating my service. A representative told me he would look into the case and get back to me. Several weeks later he did and stated that Frontier was having service problems in my area and that I was not getting the service promised in the contract. In effect Frontier was in breach of contract. He also explained that although the internet portion of my contract was in default, the phone service was not and that Frontier would reduce my fees for the internet portion only.

On July 1, 2014 I received a new invoice from Frontier for an amount of \$ \_\_\_\_\_ a note that the invoice was being sent to a collection agency (Attachment 2).

My contention is that I had one contract with Frontier (for telephone and internet service) and they admitted breaching that contract which jeopardized my business. Consequently, I owe them nothing.

### Relief Requested: \* (This section must be completed. Attach additional information to this page if necessary.)

I am requesting total relief from the Frontier invoice which states I own : \_\_\_\_\_ or terminating my service.

Joe Rincione  
ING Pawleys Island  
10023 Ocean Hwy.  
Pawleys Island, SC 29585

Phone/FAX: (843) 235-6700  
Cell: (843) 997-1563  
Email: joe.rincione@ingfp.com

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Attn:	Date Sent: 7/2/2014
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Your attention in this matter will be greatly appreciated.

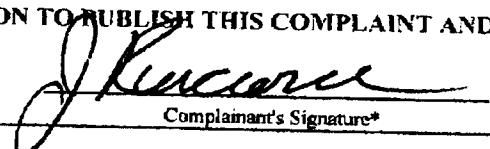
Thank you,

  
Joe Rincione

Joe

RECEIVED  
JUL 02 2014  
PSC SC  
CLERK'S OFFICE

**\*\*I GIVE THE PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA PERMISSION TO PUBLISH THIS COMPLAINT AND ITS CONTENTS ON THE COMMISSION'S WEBSITE (dms.psc.sc.gov).** ☒ Yes ☐ No

  
Complainant's Signature\*

STATE OF SOUTH CAROLINA )

COUNTY OF Georgetown )

)

VERIFICATION

I, Joseph Rincione  
Complainant's Name \*

verify that I have read my complaint filed on 07/02/2014  
Date \*

and know the contents thereof, and that said contents are true.

  
Complainant's Signature \*

Internal Use Only	
Processed By	Date
H.E.	



ATT # 1

ING PAWLEYS ISLAND  
Your Monthly Invoice

Page 1 of 4

Check out [www.FrontierOnline.com](http://www.FrontierOnline.com) for great products, special offers and complete customer service information.

Account Summary

Date Due  
Billing Date  
Account Number  
Amount of Last Bill  
Payments Received Thru 5/13/14  
Thank you for your payment!  
Balance Before Current Charges  
New Charges  
Total Amount Due

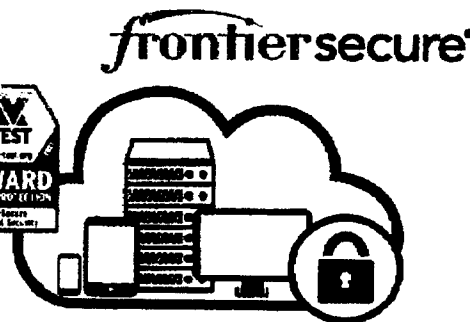
Contacting Us  
Your Personal Identificati  
Billing Questions  
Business



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FOR YOUR BUSINESS

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Computer Security Pro

**12.49**  
per month  
for 12-month  
subscription  
for up to  
5 workstations



Call 1.866.408.0893 or visit [frontier.com/computersecuritypro](http://frontier.com/computersecuritypro) today.

Broadband Internet connection with at least 192 Kbps of upload capacity recommended. Internet access service and charges not included. Frontier does not warrant that the services will be error-free or uninterrupted. Taxes, surcharges, minimum system requirements and other terms and conditions apply. Introductory offer: Offer includes discounted monthly pricing for 12-month subscription of service. Early termination fee equal to one-month of standard product pricing is applicable for cancellations within six months of subscribing.  
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1398 S. Woodland Blvd. Suite B, Deland, FL 32720

AV 01 - \*\*5DGT



ING PAWLEYS ISLAND  
ATTN: JOE RINCIONE  
53 REDWING CT  
PAWLEYS ISL, SC 29585-7364

PAYMENT STUB

Total Amount Due

Date Due

Account Number

Please do not send correspondence with your payment. Make

Amount Enclosed \$

☐ Check here for billing address change (

FRONTIER  
PO BOX 20550  
ROCHESTER NY 14602-0550



708401

0000000000002830945



ING PAWLEYS ISLAND  
Date of Bill  
Account Number

Page 3 of 4  
5/28/14

# CURRENT BILLING SUMMARY

Local Service from 05/28/14 to 06/27/14

## Qty Description

### Basic Charges

Prorated Charges-Detailed Below

Federal Tax

Federal USF Recovery Charge

S Carolina USF Schrg

FTR LD USF Surcharge

S Carolina Sales Tax

Total Basic Charges

### Optional Services

Prorated Charges-Detailed Below

Total Optional Services

### Toll/Other

Prorated Charges-Detailed Below

S Carolina Sales Tax

Total Toll/Other

TOTAL

## \*\* ACCOUNT ACTIVITY \*\*

Qty Description

Order Number E

### Prorated Charges

Simply Unlimited Term Fee

PROMOTION 5

Simply Broadband Term Fee

PROMOTION 5

Frontier Simply Unlimited

036763293 5

Access Recovery Chrg-Bus

036763293 5

Federal Subscriber Line Charge - Bus

036763293 5

Broadband Max (7 Mbps)

036763293 5

SC Telecom Relay Service Surcharge

036763293 5

\$1

SU

## Detail of Frontier Com Online & LD Inc. Charge:

Toll charged to 843/235-6700 3

## FRONTIER BUS ESSENTIALS Summary

0 Mins. @ \$ .00/Min.

.00

Previous Rollover Balance

0

This Period Allowance

494

Minutes Used

0

Rollover Minutes Expired \*

0

Current Rollover Minutes

494

(\*) Unused Rollover Minutes Expire After 12 Billing Periods

Calls on This Plan are Designated by Y

### Summary of M-Calls

Calls: 3 Minutes: 4.0

Charge: .00

## Legend Call Types:

DD - Day

## Caller Summary Report

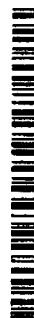
main Number	Calls	Minutes	Amount
**Customer Summary	3	4.0	.00
	3	4.0	.00

## CUSTOMER TALK

Please immediately pay any Balance Before Current Charges to avoid collection activities. All other charges should be paid when due to keep your account current. To avoid disconnection of local service, you must pay \$1459.20.

Frontier periodically audits its bills to ensure accuracy. Effective next month, default rates for international premium termination service will be corrected. These rates are incurred only if you do not have an international calling plan and you call a premium overseas service point. If you have any questions, please contact Customer Service.

JAMIE PEOPLES





ATT # 2

June 24, 2014

DEAR ING PAWLEYS ISLAND:

Please be advised that your account is seriously past due in the amount of  
Your failure to respond to this debt will initiate additional collection proceedings, which may include  
referral to an outside collection agency within 10 days of this letter. We may report information about your  
account to credit bureaus. Late payments, missed payments, or other defaults on your account may be  
reflected in your credit report.

If payment has been sent, please disregard this letter. If payment has not been sent, we urge you to make  
payment in full immediately. To ensure proper credit, please include your account number on all  
correspondence.

If you need to contact our office, please do so at 800-921-8105, between the hours of 8am through 5pm  
local time.

**Thank You!**

Sincerely,

Frontier  
National Collections Center

Account Number  
Past Due Date  
Final Due Date  
Amount Due

Please detach the payment slip below and include with your payment in the return  
envelope provided. Please write your account number on your check.

ALLPW



1398 S. Woodland Blvd Suite C  
Deland, FL 32720

MB 01 005948 36079 B 21 B

ING PAWLEYS ISLAND  
ATTN: JOE RINCIONE  
53 REDWING CT  
PAWLEYS ISL

SC 29585-7364



Account Number  
Past Due Date  
Final Due Date  
**Amount Due**  
**Amount Paid**

FRONTIER  
PO BOX 20550  
ROCHESTER NY 14602-0550



708007

0000001420205